

MILPERSMAN 1000-021

COMMAND PERSONNEL/PAY ADMINISTRATIVE SUPPORT SYSTEM (PASS) COORDINATOR (CPC)

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|---------------------------------------|-----------|--------|-----------|-----------------|
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| References | (a) OPNAVINST 1000.23C |
| | (b) 5 U.S.C. §552a, Privacy Act of 1974 |

1. **Purpose.** To supplement reference (a) and define minimum requirements for the appointment of a command Personnel Administrative Support System (PASS) coordinator (CPC), as well as basic responsibilities of supported commands, supporting Personnel Support Detachments (PERSUPP DETs), customer service desks (CSDs), and designated CPCs.

2. **Background.** The CPC serves as the critical link between an individual Sailor, his or her command, and the supporting personnel support organization. It is the responsibility of the CPC to ensure that all documents and information required to provide Sailor personnel or pay support are relayed to the appropriate supporting organization via the current authorized process and per applicable policies governing timeliness standards.

a. Per reference (a), MILPERSMAN 1000-010, and MILPERSMAN 1000-020, the responsibility of the PASS program is to provide Sailors and commands with personnel, pay, passenger transportation, educational services, and other related support. Designation of the CPC supports the PASS Program in providing required and expected levels of personnel and pay support for all Navy personnel.

b. Reference (a) specifically requires all Navy commands supported by the PASS Program through a PERSUPP DET or CSD (including those units supported for pay only) to designate (in writing) a responsible individual as their CPC.

3. **Requirements.** The CPC will have routine access to personnel information belonging to command personnel (officer, enlisted, and at times civilian) that is protected by reference (b). The unauthorized disclosure of personnel data and personally identifiable information (PII) can result in civil, criminal, or administrative penalties. Therefore, the CPC shall meet the following requirements:

a. Be an individual selected by the commanding officer (CO) whom he or she deems capable of performing in a position of trust. Priority consideration for assignment should be given as follows:

(1) Be a PS3, YN3, NC2 or higher; or

Note: Per reference (a), deployable units supported by a PERSUPP DET Afloat will at a minimum assign a PS2, YN2, or NC2.

(2) Be an E-5 or higher with a minimum of 4 years of service, or a GS-5 or higher civilian employee.

b. Have a minimum of 12 months remaining onboard the command;

c. Be designated in writing, using Exhibit 1;

d. Complete familiarization with the PERSUPP DET or CSD before assignment as a CPC to ensure duties and responsibilities, methods of communication available, and overall CPC expectations are clearly defined and explained. For those Sailors assigned while deployed, familiarization should be completed as soon as possible upon return to homeport; and

e. Complete the training requirements specified in paragraph 4e of this article.

4. **Supporting resources.** In addition to reference (a), the following resources will assist the CPC in the performance of duties:

a. The Navy Personnel Command CPC Resources Web page, a repository with a wide range of links to authoritative guidance, information and user aids, is available at:

<http://www.public.navy.mil/BUPERS-NPC/SUPPORT/PAYPERS/CPCRESOURCES/Pages/default2.aspx>

b. The CPC Handbook (prepared by the Navy Pay And Personnel Support Center) is a task-based user aid with links to policy guidance and supporting resources. The current version may be downloaded from the CPC resources Web page.

c. The Commander, Naval Installations Command (CNIC) PASS Program Web page provides additional PASS Program policy guidance and information. The CNIC PASS Program Web page is available at:

<https://g2.cnic.navy.mil/TSCNICHQ/N1/N14/N141/SOPs/default.aspx>.

Note: Obtain the procedures for CNIC Gateway access from the supporting PERSUPP DET or CSD.

d. Navy Standard Integrated Personnel System (NSIPS) users' information is available on Navy Knowledge Online (NKO) at:

<https://wwwa.nko.navy.mil>.

e. **Navy e-Learning.** Enroll in courses via NKO.

(1) The following Navy e-Learning courses must be completed prior to assuming CPC duties:

a. Privacy and Personally Identifiable Information (PII); and

b. Records Management in the DON: Everyone's Responsibility.

(2) The following Navy e-Learning courses are recommended to enhance CPC general knowledge.

a. Department of the Navy (DON) Records Management: Advanced Topics; and

b. General Forms Management, General Forms User Training.

f. **Non-resident training courses.** The following courses are recommended (but not required), and are available via NKO:

(1) NAVEDTRA: 14056 Navy Customer Service;

(2) NAVEDTRA: 14083A Educational Services Officer; and

(3) NAVEDTRA: 14172 Navy Counselor 1 & C (Recruiter).

5. Responsibilities

a. The CO of PASS supported commands shall:

(1) Take into consideration the size and complexity of the command when determining the number of CPCs assigned. While reference (a) only requires assignment of a primary and secondary CPC, additional CPCs may be designated to meet individual unit needs;

(2) Designate (in writing) qualified personnel to serve as CPC using the format provided in Exhibit 1. Provide a copy of the designation letter to the PERSUPP DET or CSD;

(3) Personally counsel newly designated CPCs, stressing the importance of their assignment and the lawful requirement to protect PII at all times;

(4) Ensure prerequisites outlined in paragraph 4e are completed prior to designation;

(5) Routinely meet with the CPC(s) to reemphasize the importance of CPC duties, to verify PII protection, and to address possible issues or barriers found internal to the command and or with the supporting PERSUPP DET or CSD; and

(6) Ensure mandatory attendance of all designated CPCs at PERSUPP DET- or CSD-sponsored training events.

b. The PERSUPP DET or CSD officer in charge or director shall:

(1) Ensure newly designated CPCs are provided training and indoctrination when first appointed. At a minimum, training will include:

(a) PERSUPP DET or CSD organization and points of contact;

(b) Services provided and interface procedures;

(c) Access to and use of the online systems required to perform personnel or pay support (i.e., NSIPS and the Official Military Personnel File (OMPF));

(d) Access to and use of any online systems required to perform document handling or customer relations management (i.e., Transaction Online Processing System (TOPS)); and

(e) Location or organization of authoritative policy guidance, information, training materials, and resources.

(2) Ensure CPCs selected by supported commands have completed all prerequisites (see para 4e) as evidenced by course completion certificates;

(3) Provide regularly scheduled CPC training by those means necessary to ensure all CPCs (including those servicing geographically separated units) have an opportunity to participate. Training can include classroom, video teleconference, direct connect online, phone conference, or any other means that supports the customer commands;

(4) Inform CPCs of all changes in policy or procedure that impact personnel, pay, and transportation entitlements; and

(5) Provide feedback to CO on CPC training attendance and performance.

c. CPCs shall:

(1) Prior to appointment, complete prerequisites outlined in paragraphs 4e and submit certificates of completion to the CO;

(2) Maintain familiarization with reference (a) and the additional training materials listed in this article;

(3) Serve as the initial customer service link between command members and the supporting PERSUPP DET or CSD;

(4) Attend all scheduled CPC Training. If unable to attend, arrange to receive information provided via alternate means;

(5) Obtain and maintain access to the systems and software (i.e., TOPS, NSIPS electronic service record, OMPF, etc.) necessary to complete CPC duties;

(6) Carefully review documents and information routed between the PERSUPP DET or CSD and the supported Sailors to ensure:

(a) All forms are properly completed and signed;

(b) All of the required supporting documentation and attachments are included; and

(c) All of the information provided is sufficient to resolve the transaction in a timely manner;

(7) Promptly transmit documents (at least daily) to ensure compliance with the timeliness policy established by MILPERSMAN 1000-025; and

(8) **In every action, protect PII.** If at any time it is suspected that PII has been compromised, report the incident immediately to the unit CO and officer in charge or Director of the servicing PERSUPP DET, or chief petty officer in charge of the servicing customer service desk.

EXHIBIT 1

1000
Ser
[date]

From: Commanding Officer, [COMMAND NAME]
To: [CPC RATE/RATING, FULL NAME]

Subj: DESIGNATION AS COMMAND PASS COORDINATOR (CPC)

Ref: (a) OPNAVINST 1000.23 (Series)
(b) MILPERSMAN 1000-021

1. You are hereby designated as Command PASS Coordinator (CPC) for **COMMAND NAME** (UIC **XXXXXX**). You should familiarize yourself with references (a) and (b) to prepare you for your duties.

2. You are being placed in a position of trust, with access to the personnel records, data, and documents pertaining to command personnel. In this assignment, you are accountable for compliance with privacy protection requirements associated with the collection, use, dissemination, and maintenance of Personally Identifiable Information (PII). At all times, you must protect PII and prevent unauthorized access or loss.

3. Specific duties and responsibilities include:

a. Completion of **annual PII training** and familiarity with the practices and procedures required by the DON Privacy Program.

b. Service as the initial customer service link between command personnel and the PERSUPP DET or CSD, including receipt, examination, and timely transmission of documents and information between command members and the PERSUPP DET or CSD .

c. Immediate escalation of issues to appropriate leadership levels of the command and or PERSUPP DET or CSD if problems occur that you cannot resolve.

6. Remember, this position of trust requires your active and vigilant protection of personal information. If, for any reason, you are unable to perform your assigned CPC duties, you are required to immediately inform your chain of command.

[COMMANDING OFFICER SIGNATURE]

Copy to:
Supporting PERSUPP DET or CSD (w/PII and Records Management Training
Certificates)